

Warranty Conditions for Bosca New Zealand

This warranty is provided by the New Zealand Distributor of Bosca Fires, who trade as Retail Links Limited (referred to in this document as Retail Links). The warranty applies from the date of purchase from or through an authorised Bosca fire dealer.

1.0 Nature of Warranty

1.1 Subject to the exclusions in section 2 & 3, Retail Links undertake to put right any defects in the Bosca products supplied by Retail Links for the periods specified below:

Parts	Parts and Labour Warranty
Firebox	5 years*
Baffle	1 Year*
Fire Bricks	1 Year*
Door Seal	1 Year*

* From date of purchase

1.2 Retail Links must pre-authorise all warranty work.
1.3 The benefits provided by under this warranty are in addition to the consumer guarantees and any other statutory rights you may have under the consumer law and/or other applicable laws.

2.0 Warranty Exclusions

2.1 **This warranty does not apply and will be void where:**

- 2.1.1 The Bosca fire is not installed in accordance with AS/NZS 2918:2001 or any building code or consent.
- 2.1.2 The Bosca fire has not been installed or operated in accordance to the Bosca installation manual, in particular, defects, malfunctions or failures caused by incorrect installation, normal wear and tear, misuse, neglect, lack of proper and regular maintenance, accidental damage any other alteration, or failure to follow operating instructions in the installation manual.
- 2.1.3 The use of products, including flue systems that are not specified in accordance with installation manual.
- 2.1.4 Repairs or modifications by persons not authorised by Retail Links, use of parts not supplied by Retail Links, or damage or other events which have occurred since the product left the control of Retail Links.
- 2.1.5 Any scratches, dints, finger print marks and melted items that occurred after the arrival of the product to the Bosca Dealer.
- 2.1.6 Improper handling of fragile components such as glass.
- 2.1.7 Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended.
- 2.1.8 Changes in the interior / exterior surfaces of the house, fire or flue (e.g. any staining or soot / smoke damage or discoloration of surfaces caused by thermal stress or overload).
- 2.1.9 Damage caused by abnormally corrosive environments (e.g. sea salt corrosion).
- 2.1.10 Damage caused by water affecting the Bosca fire.
- 2.1.11 Operation of the Bosca fire without its baffles, fire bricks, door seals, complete glass doors in place or partly open doors will create an overfired situation resulting in damage, which will not be covered by warranty.

- 2.1.12 Bosca wood fires are painted with high temperature porous paint that will show signs of surface rust if exposed to moisture for an extended period of time. Retail Links reserve the right to prep and paint a brand new fire that has just been delivered rather than supplying a new fire in the rare event any rust is present. Any subsequent rust damage is not covered by warranty.
- 2.1.13 This warranty does not cover paint blemishes or imperfections because of the uneven nature of high temperature paint. A spray can of touch up Bosca paint is available and can be purchased from your Bosca dealer.
- 2.1.14 Subject to any statutory provisions to the contrary, Retail Links's liability in respect of Bosca products that are found to have manufacturing defects will be limited to refunding, repairing or replacing the defective products. Retail Links does not accept liability for consequential damage or any incidental expenses resulting directly or indirectly from any defect or breach of warranty, claims for damage to building or any other consequential loss.

3.0 Other Bosca Warranty Conditions

- 3.1 No dealer, distributor, or similar person has the authority to warrant Bosca products beyond the terms contained in this warranty.
- 3.2 This warranty is automatically voided if the appliance's serial number has been removed or altered in anyway.
- 3.3 Any differences in fireplace appearance from Bosca promotional images that is due to printing limitations, environmental factors or wood variations are not a warranty issue.
- 3.4 Where you make a claim under this warranty, an authorised repairer may need to attend your premises to inspect the Bosca product. Retail Links may charge you a service call fee if a repairer will be required to travel more than 30 km from the nearest service centre to your location. You can obtain details on the location of service centres and service call fees by visiting the Bosca web site or calling the customer care line below

4.0 Warranty Claims

- 4.1 If you make a valid claim under warranty and none of the exclusions set out in section 2 and 3 apply, Retail Links will, at Retail Links's election either:
- 4.1.1 Repair the relevant part of the Bosca product; or
- 4.1.2 Replace the relevant part of the Bosca product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

5.0 How to make a warranty claim

- 5.1 To make a valid claim under this warranty, you must:
- 5.1.1 Lodge the claim through the dealer who supplied the fire, as soon as you first become aware of the breakdown. The Bosca Dealer will then follow Retail Links's warranty claim process.
- 5.1.2 Provide the Bosca product serial number.
- 5.1.3 Provide reasonable proof of purchase for the Bosca product.
- 5.1.4 If required, provide access to the premises at which the Bosca product is located (so it can be inspected).

New Zealand Bosca Distributor	Filing a Claim
Retail Links Limited 7 Forests Road, Stoke Nelson, 7011, New Zealand Ph 03 547 0770 www.bosca.co.nz	Contact the dealer you purchased the fire from.